

American Well (AmWell) Telehealth information Frequently Asked Questions (FAQ)



So I have to enroll before I can use the BCBS Telehealth benefit with AmWell? Can you tell me a bit about the enrollment process?

Yes, you do have to enroll before you can use the AmWell Telehealth benefit. You can either download the AmWell app or go to the website and click "Sign Up." The sign up will prompt you through a series of questions - name, age, gender, phone, etc. After you've entered your information it will ask if you have health insurance. When you click "yes" it will bring up a drop down menu and you'll find Blue Cross Blue Shield of Kansas after selecting that, it will ask for your ID number. That information will "ping" back to our system to verify benefits and then ask for your credit card information. The member will then be asked about current symptoms, etc. it will then provide you a provider for care within your area.

The below link is the State of Kansas specific page by Blue Cross Blue Shield provides FAQ type of specific to AmWell.

<http://www.bcbsks.com/CustomerService/Members/State/telehealth.shtml>

Questions & Assistance

If you have any other questions, please call or email the AmWell support team at 1-855-818-DOCS (1-855-818-3627) or support@americanwell.com